



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value

DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

CLAIMS REPRESENTATIVE I

Class No. 002321

CLAIMS REPRESENTATIVE II

Class No. 002327

■ CLASSIFICATION PURPOSE

To analyze, review and investigate public liability claims from the general public or county employees for negotiated settlement or denial; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

These are professional-level classifications found only in the Office of County Counsel. Incumbents are responsible for investigating and settling claims filed by the general public or county employees against the county related to public liability issues, such as property and automobile claims. Claims Representative I and II differ from the Human Resources Analysts performing workers compensation duties, in that the latter reviews on-the-job injuries or job-related illnesses of county employees.

Claims Representative I:

This is the entry/first working-level class. Under immediate supervision, incumbents are responsible for performing independent claims casework of average difficulty for investigative and decision making functions. Typical casework assigned at this level includes identification, investigation and resolution of claims involving critical issues of liability and damages in the liability claims area.

Claims Representative II:

This is the journey-level class of the series. Under general supervision, incumbents carry an independent caseload of above-average difficulty and investigate, analyze, settle claims independently, and assist attorneys with the resolution of litigated claims. Incumbents must possess a thorough knowledge of applicable laws and demonstrate skill in claims adjusting involving critical issues. This class differs from the next higher class, Public Liability Claims Supervisor, in that the latter is a first-line supervisor responsible for supervising the activities of the County's general liability self-insurance and claims recovery program.

■ FUNCTIONS

The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related duties not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Reviews, investigates, and processes reports concerning damage claims filed against the County.
2. Performs on-site investigations, including taking photographs of the scene and compiling other documentation.
3. Examines formal claims filed against the County.
4. Obtains evidence to establish the County's position.
5. Recommends approval, denial, and adjustment of claims.
6. Assists in negotiating settlements out of court with claimants or their representatives subject to delegated authority.
7. Evaluates claims as to merit and estimates financial impact.
8. Approves or rejects employee claims presented for reimbursement of damaged property.
9. Confers with employees, supervisors, insurance carriers, doctors, lawyers and County Counsel staff as appropriate.
10. Ensures payment, settlement and reserve authority is consistent with the limits stated in the liability claims procedures manual.

11. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.
12. Represents the County in small claims court.
13. Assists in the preparation of cases for litigation.
14. Pursues third party recovery for damage to County property through subrogation.

Claims Representative II (in addition to the above):

1. Assists in training subordinate claims representatives.
2. Requests settlement authority from the Board of Supervisors.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Practices, techniques and methodologies used in claims investigation, evaluation, adjustment and settlement.
- Basic rules, regulations and laws regarding personal and property liability.
- Principles of insurance reserving, and risk analysis.
- Technical terminology used in the medical profession related to the cause and treatment of injuries.
- Effective case management and office procedures.
- California government tort liability statutes.
- California Vehicle Code, California Government Code, and legal decisions pertaining to personal, casualty and property liability.
- County customer service objectives and strategies.

Skills and Abilities to:

- Understand and interpret public liability and related case law, rules and official documents.
- Obtain written and/or recorded statements related to claims.
- Write clear, concise and complete reports.
- Communicate and interact in situations requiring tact, instruction, persuasion and counseling, including conferences, hearings, interviews, group discussions and negotiations.
- Manage a caseload and respond to claims in timely a manner.
- Establish and maintain effective working relationships with those contacted during the course of work.
- Utilize computer equipment, including software applications, to accomplish work.
- Drive a vehicle for field investigations.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are: a bachelor's degree from an accredited college or university in public administration, business administration, or a related field, AND

Claims Representative I:

One (1) year of professional experience reviewing, evaluating, investigating and processing reports and claims concerning adjustment of general and auto liability claims, including bodily injury, property damage and personal injury.

Claims Representative II:

1. One (1) year of experience as a Claims Representative I in the County of San Diego, OR
2. Two (2) years of professional experience reviewing, evaluating, investigating, and processing reports and claims, settlement of tort liability claims, including bodily injury, property damage and personal injury.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens. Communicates with irate, upset, and injured individuals. Occasional evening/weekend or on call work may be required.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: March 8, 1978

Revised: August 14, 2003

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Revised: December 17, 2004

Claims Representative I (Class No. 002321)
Claims Representative II (Class No. 002327)

Union Code: CEM
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Variable Entry: Y
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